

**Model test paper Marking Scheme of Tourism and Hospitality of  
Class 12<sup>th</sup>**

<b>Q. No</b>	<b>Answer</b>	<b>Marks</b>
1	A	1
2	A	1
3	component	1
4	effectively	1
5	D	1
6	C	1
7	D	1
8	good	1
9	Storage	1
10	Ctrl + C	1
11	injury	1
12	Shri G Kishan Reddy	1
13	Both (A) and (R) are true, but (R) is not the correct explanation of (A).	1
14	Both (A) and (R) are true, and (R) is the correct explanation of (A).	1
15	Both (A) and (R) are correct	1
16	A clean workplace is a place where there is protection from germs. A workplace should not only appear to be clean but it should actually be germfree for the employer, employees and the customers OR 1. General ventilation: Removal of stale and old air from or the supply of air to the general area. 2. Diluted ventilation: Supply of outside air to reduce airborne contamination in the space.	2
17	Inspect the workplace at regular intervals to identify anything that has the potential to cause harm. OR 1. Wear proper safety gear— eyewear, gloves and sleeves. 2. Use the proper tool required for the job. 3. Inspect tools prior to use. 4. Keep work area clear. 5. Keep tools under control at all times.	2
18	Positive and Negative Attitude	2
19	Politeness shows the listener that you value and respect them and changes or softens while you speak so as not to be too direct or forceful. There are many ways to show that we value and respect the customer. Some of the polite phrases to be used are as follows.	2
20	Many type of complaints	2
21	Interviews, Telephonic conversation, Electronic media, Internet	2
22	Whenever we are in situation to have upward communication, we should always keep in the mind the person who is the receiver may have more knowledge of communication than others. Upward communication may be performed in many forms such as idea, suggestions, complaints, grievances, grapevines and Rumors,	3

etc. This can be possible directly face-to-face, in meeting and conferences, queries and others.

OR

In hospitality sector, a person who deals with guests and colleagues should be able to tone one's voice.

• Superiors • Subordinates • Friends • Guests

- 23** Sales refers to the activity of sales force — the people associated with selling. **3**  
Selling can be of either goods or services or both and the amount of goods and/or services sold within a stipulated time is called sales.

OR

An individual or business that purchases goods or services produced by another business is called a customer. A customer creates the demand for goods and services, which is why attracting customers is the primary goal of most businesses.

- 24** English is also considered a foreign language in many countries. In the **3**  
hospitality industry, English is considered an essential language for written and verbal communication. Although it is considered as an indispensable language, the knowledge of other foreign languages is an advantage. French is the most commonly spoken language after English.

- 25** Ensure everyone's commitment to safety **3**  
Set clear standards for workplace safety  
Performance, Promote understanding etc.

- 26** When allocating a room to a single woman traveler, try to look for a room in the **3**  
middle of the floor  
• Lone women travelers should be automatically upgraded to the next available room type.  
• Offer escort service from the hotel car park, especially at night.

- 27** A green job is defined as one that helps bring about and maintain transition to **3**  
environmentally sustainable forms of production and consumption. It cuts across all sectors — energy, material, water conservation, waste management and pollution control.

- 28** Give definition of hospitality. Explain the meaning of hospitable conduct **5**

OR

Explain in detail the goals of hospitality?

- 29** Explain about the company's policies to prevent sexual harassment. **5**

OR

Explain in detail about women's rights and respect at the workplace.

- 30** Procedure for cleaning tables to prevent contamination. **5**

OR

List all the main points for maintaining proper grooming.